

WHAT YOUR ALARM COMPANY SHOULD DO FOR YOU

In an effort to reduce false alarms, your alarm company is required by law, to take certain proactive measures.

1. Your alarm/monitoring company must attempt to verify every alarm signal, except duress or hold-up, *before* requesting police dispatch.
2. If it is determined that an alarm signal is false, your alarm/monitoring company *must* immediately attempt to cancel the police dispatch. ***Don't let your alarm company tell you that this cannot be done.*** You cannot personally cancel a police dispatch unless you initiated the call.
3. Your alarm company must notify you, in writing, within 72 hours if they have requested a police dispatch to your alarm location.
4. Your alarm company must not request police dispatch to an alarm activation until the alarm system is properly registered.
5. When you have a new alarm system installed in your home or business, your alarm company must provide you with a completed and signed Installation Certificate. The Certificate affirms that:
 - The system meets or exceeds installation standards,
 - All persons responsible for the operation of the system have been fully trained on its proper use, and
 - The alarm business has explained the requirements for registration and has completed and provided the alarm user with a copy of the registration form.